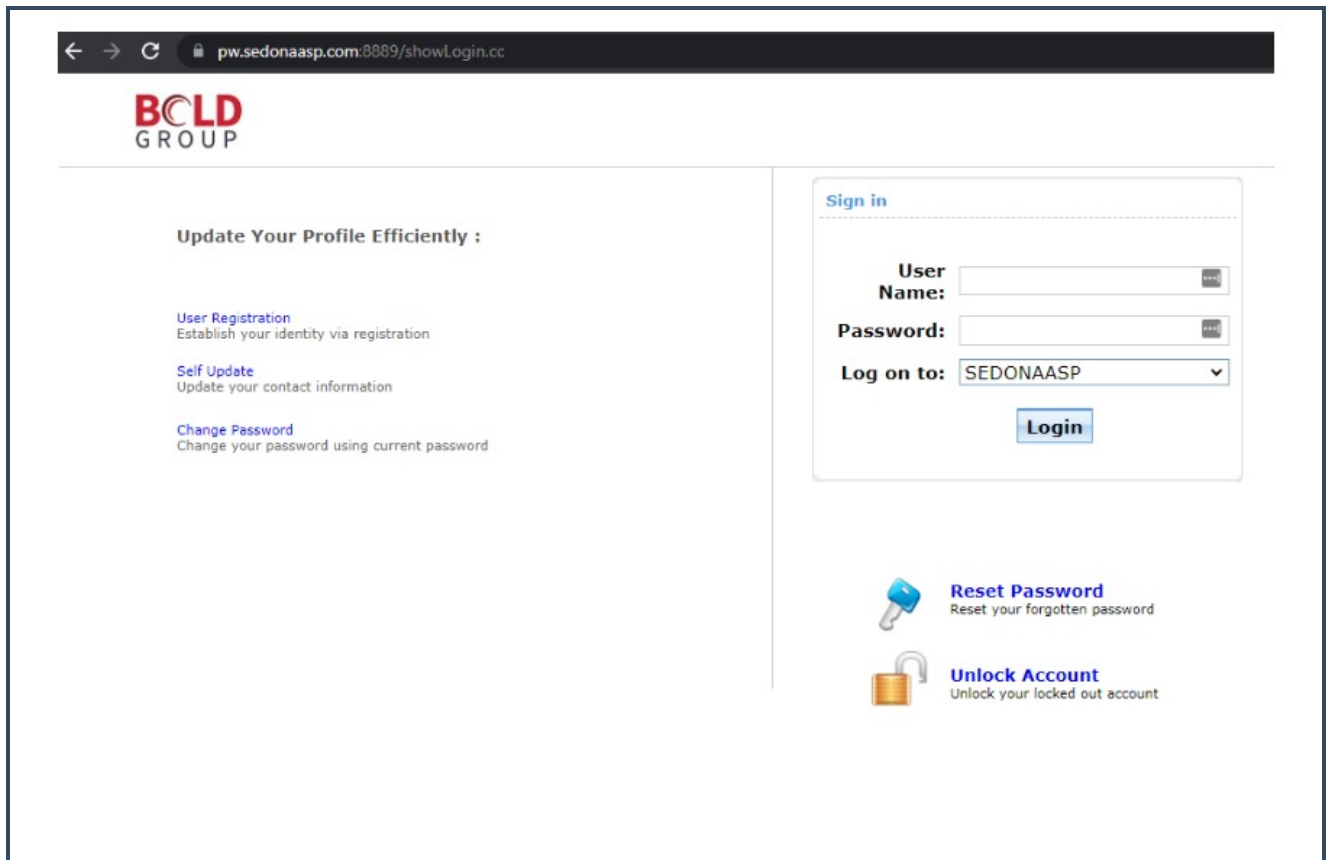


Password Portal Site Troubleshooting

02/08/2024 5:30 pm EST

The password portal allows all internal and hosted customers with a SedonaASP domain account to change/reset their passwords, unlock their account, & update their email. The password portal is required for Hosted customers in AWS in order for them to change their passwords.

<https://pw.sedonaasp.com:8889/showLogin.cc>



The screenshot shows a web browser window with the address bar displaying `pw.sedonaasp.com:8889/showLogin.cc`. The page header features the **BOLD GROUP** logo. The main content area is divided into two columns. The left column, titled "Update Your Profile Efficiently :", contains three links: "User Registration" (Establish your identity via registration), "Self Update" (Update your contact information), and "Change Password" (Change your password using current password). The right column contains a "Sign in" section with input fields for "User Name:", "Password:", and a "Log on to:" dropdown menu set to "SEDONAASP". A "Login" button is positioned below these fields. At the bottom right, there are two additional links: "Reset Password" (Reset your forgotten password) and "Unlock Account" (Unlock your locked out account), each accompanied by a small icon.

If users cannot access this site one of the following is applicable;

The users ISP/Network administrator has a block on the site or ports used.

-OR-

The site is down for everyone [which means you will not be able to access the site either] and the issue should be escalated to IT

As there is not any firewall or restrictions to this site, If a machine that is having trouble accessing this site is on a different network than the one that is not, we recommend reaching out to your IT/ISP to ensure that traffic is not blocked to that site and port. Your IT may also need to confirm there is not any security programs/proxies on the affected machine preventing access. If you are using a VPN the traffic can also be blocked in that connection which

would also require the IT of the VPN provider to investigate.